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PART--I-- Orders and Notifications by the Government of Tripura,
The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA
URBAN DEVELOPMENT DEPARTMENT

No.F.8(1)-UDD/DUD/2018/5737-5827 Dated, Agartala, The 7th August, 2019.

NOTIFICATION

WHERE AS, it is felt expedient to the State Government to ensure drinking water supply to all the consumers in effective manner, to treat water as precious commodity, prevent misuse and wastage of water, and also to ensure financial self sustainability of the water supply system.

In exercise of the powers conferred under Section 274, read with Section 154 of the Tripura Municipal Act, 1994, the State Government makes the following Rules for providing levy of charges for supply of water and collection thereof :-

1. (i) These rules may be called the Tripura Municipal (Water Supply, Levy and Collection of Water Charges) Rules, 2019;
(ii) They shall come into force on the date of publication in the official Tripura Gazette.

2. Definitions:

- (i) "Act" means the Tripura Municipal Act, 1994.
- (ii) "Consumer" means any person drawing water from Municipality or owner or occupier of any premises provided with water connection by Municipality.
- (iii) "Government" means Government of Tripura.
- (iv) "Premises" means any land or building.
- (v) Municipality means any Municipal Corporation, Municipal Councils or Nagar Panchayats within the State of Tripura
- (vi) "Domestic water connection" means water connection to any individual household or apartment or housing colony including any connection to the

government school, government hospital, anganwadi center or religious places of worship.

(vii) "Commercial water connection" means water connection to any shop, hotel, restaurant, industrial unit, government or private establishment, government or private institution, excluding the connections to the government schools, government hospitals, anganwadi centers and religious places or places of worship.

(viii) The words and phrases used in these rules but not defined here shall have the meaning assigned to them in the Tripura Municipal Act, 1994.

3. Responsibility of Operation and Maintenance of assets of water supply such as Water treatment plants, pumps, pipelines etc ,

- i. The Municipality shall be responsible for operation & maintenance of water supply assets such as water treatment plants, water pipelines, provision of water connections through the Drinking Water & Sanitation (DWS) Department of the State Government.
- ii. The Municipality with the prior approval of the State Government may handover the responsibility of operation and maintenance of water supply assets such as treatment plants, water pipelines, provisions of water connection etc to any government or private agency or organization selected through approved prescribed procedure so as to bring efficiency and economy in the water supply system.
- iii. The State Government by suitable amendments in the Act and Rules may at any point of time form an autonomous Board or Corporation or Company for owning and operating and maintaining of entire Water Supply System of one or more or all the Municipalities in the State.

4. Levy and collection of water charges:

- i. Water charges/fees for supply of water shall be levied and collected by the concerned Municipality by itself or through Authorised Agency from the consumers within Municipal areas –
 - a. To whom water supply is provided or are connected by mains of water supply from water tanks or water supply mains or sub-mains of the water supply systems ; or
 - b. where water supply is made available through pipes, public water points or by any other means.

5. Water connection:

- i. There shall be two types of water connections i.e. Domestic Water Connections and Commercial Water Connections
- ii. Owner of any land or building or any government building, land or premises within the Municipal areas where water supply facility is available, may apply to the Municipality concerned in a manner prescribed for getting water connection.
- iii. The Municipality shall notify a detailed procedure for getting water connection.
- iv. Water connections shall be provided by the Municipality within 15 working days of the receipt of application subject to technical feasibility.
- v. **There shall be no charge for installation of Domestic water connection for the first time.**
- vi. There shall be charges for installation of Commercial water connection which shall be notified by the concerned Municipality with the consent of the State Government from time to time.

6. Mode of Supply:

- i. The water connection shall be provided upto the boundary of the premises for connecting with one tap point inside the household.
- ii. Multistoried building such as apartments and large buildings which are occupied by more than one family or establishments may be permitted to have more than one water connection. However connection charges will be levied by the Municipality for more than one water connection.

7. Rates of Water Charges:

- i. There shall be separate charges for Domestic and Commercial Water Connections.
- ii. Rates of water charges for domestic as well as commercial water connections with meters shall be notified by the concerned Municipality on the basis of units of consumption of water evident from the meter reading in such a way as to ensure the sustainability and efficiency in the water supply system.
- iii. In case of non-metered domestic and commercial water connection, flat charges per month shall be notified by the concerned Municipality which will match the corresponding metered watered rates in such a way as to ensure the sustainability and efficiency in the water supply system.
- iv. With the consent of the State Government, the Municipality may give subsidy to the consumers of domestic water connections on water consumption upto certain initial units subject to availability of matching grant from the State Government.
- v. Water supply charges shall be due from the date of water connection. However for domestic connections there shall be no water charges for initial three months after installation of water connection.

- vi. Water bills shall be issued by the Municipality to the consumers every month by e- mail, post, by messenger or by any other mode as notified.
- vii. Water charges shall be collected by the Municipality every month by digital mode of payment or cash or cheque or through kiosks such as Common Service Centers or any other mode as specified by the Municipality.
- viii. Water charges shall be collected by the Municipality separately and shall not be combined with the property tax bills. The Municipality may utilize already existing bill collection mechanism such as being done by the Government Agencies such as TSECL in order to bring economy and efficiency into the collection system.
- ix. There shall be revision of water charges once in three years. However the Municipality may propose to the State Government for early revision of the water charges depending on the financial condition.

8. Payment of Bills of Drinking Water & Sanitation Department by the Municipality:

- i. The Municipality shall make the payment of bills raised by the Drinking Water & Sanitation (DWS) Department for the supply of water to consumers within Municipal Area and for other purposes such as for installation of water connections, for laying of new pipelines for construction of new treatment plants, for operation and maintenance of water treatment plants, pipelines etc from the fund accrued with the Municipality from collection of water charges.
- ii. The State Government may provide grants to the Municipality in the initial years when the income generated by the Municipality by levying of water charges may not be sufficient to pay the entire bills of the DWS Department.

- iii. The Municipality with the prior consent of the State Government may raise loans for water supply related infrastructure development which will be paid by the Municipality from the water charges.

9. Water Connections shall be non transferrable:

- i. No any water connection shall be transferred from one place to other or by a person to another person or by an organization/establishment to another organization/establishment etc without prior permission of the Municipality.
- ii. Detailed procedure for transfer of water connection from one place to another, one person to another person or from one organization/establishment to another organization/establishment shall be notified by the concerned Municipality.

10. Metering of Water Connections:

- i. All the domestic and commercial water connections shall be metered gradually in a time bound manner as prescribed by the Urban Development Department.
- ii. Metering of domestic water connections will be free of cost. However there shall be charges for re-metering or multiple metering in the same complex for which the rates shall be notified by the Municipality with the consent of the State Government from time to time.
- iii. There shall be charges for installation of Commercial Water Meters for which the rates shall be notified by Municipality with the consent of the State Government.
- iv. Municipalities may also provide for bulk meters for the residential societies, group of houses, commercial or industrial establishments, government offices etc.

11. Penalty/Extra charges:

- i. Any damage of pipeline, meter, valve etc in premises of the consumer shall be the responsibility of consumer and Municipality shall not be liable to the extra charges for repair.
- ii. If the consumer fails to pay the monthly water charges within 15th Day of the succeeding month, then he/she shall be liable to pay water bill of that month with 10 % penalty charges.
- iii. If the consumer fails to pay the monthly water charges for consecutive two months, then he/she shall be liable to pay water bill of two months with 20 % penalty charges.
- iv. The penalty and any other extra charges shall be collected by the Municipality concerned from the consumers by way of raising bills.

12. Disconnection/ cutting of water connection:

- i. The Municipality shall disconnect a Water Connection if-
 - a. A consumer is in default on payment of water supply charges for consecutive 3 (three) months, the Municipality shall take action for cutting/disconnecting the water connection. However the Municipality shall give an opportunity of being heard to the consumer by way of written notice. If after getting the notice, the consumer is ready to pay the water charges, and then the municipality will not disconnect the water connection but levy and collect 100 % penalty charges on the three months bill together.
 - b. The premises are locked and there is nobody to receive the water bills for consecutively **two** months, then the Municipality shall affix a notice in the name of the said consumer at some conspicuous location in the premises of the consumer in the presence of any two witnesses who may or may not be from the locality whose signature shall be affixed on the office copy of the notice available

with the Municipality for record purpose. Also the Municipality may preserve the photographs or video-graphy of affixing the notice at the premises. If after seven days, the consumer does not pay the bills, or is not traceable, then the Municipality shall cut/disconnect water connection immediately.

- c. The consumer fails to pay property taxes of the premises in that year, the Municipality shall disconnect or cut the water connection with a seven days notice for payment of the property taxes of that quarter. If the consumer does not pay the property taxes within seven working days after receipt of such notice then the Municipality shall disconnect the water connection without any further notice.
- d. The consumer willfully damages the pipelines, tampers the water meters, involved in water theft by any means and the same is evident to the Municipality after enquiry.
- e. The owner or occupier of land or building draws water by pumping directly from distribution line.
- f. The owner or occupier of any land or building refuses to admit any officer or employee duly authorized by the Municipality inside the premises of the building or land for inspection of water supply connection, fittings etc or prevents such officer or employee from making such inspection.
- g. Any pipe works or fitting connected with supply of water to the land or building is found out of order on examination to such an extent as to cause such wastage of water that immediate prevention is necessary.
- h. By any reason of leak in the service pipe or fittings, damage is caused to a public street and immediate prevention is necessary.

- i. There is any water pipe situated within the land or building to which no tap or other efficient means of turning the water off is attached.
 - j. The water connection is not authorized by Municipality or obtained by misrepresentation.
 - k. The Consumer applies for disconnection of water connection to the Municipality. However the Municipality shall levy the charges for disconnection as per the rates notified by the Municipality from time to time.
 - l. If any "T" connection is found between the ferrule and the meter connection.
- ii. Before disconnection of any water connection except that of the rule 12(i)(k), the Municipality may by way of notice shall give opportunity of being heard to the consumer.
 - iii. The Municipality may hire the services of the DWS Department or any other technical agency for disconnection of water connection.

13. Re- connection:

- i. After disconnection of water connection as per rule 12 (i)(a)(b)(c), if the consumer wants to restore the water connection then there shall be extra charges of Rs. 2,000/- along with the water connection charges.
- ii. After disconnection of water connection as per rule 12 (i)(g)(h)(i)(k), if the consumer wants to restore the water connection then there shall be no extra charges except that of the water connection charges.
- iii. After disconnection of water connection as per rule 12 (i)(d)(e)(f)(j)(l), if the consumer wants to restore the water connection, then there shall

be extra charges of Rs. 5,000/- along with the water connection charges.

14. Incentives and concessions:

- i. The consumer, who wants to pay average water bills for three months in advance, shall be entitled for 3 % concession over the actual bills every month. If after three months, there is any balance amount, then it shall be adjusted in the water bill of next month. If there is any deficit, then the deficit will be added in the next month's water bill.
- ii. The consumer who wants to pay average water bills for six months in advance shall be entitled for 5 % of concession over the actual bills every month. If after six months there is any balance amount then it shall be adjusted in the water bill of next month. If there is any deficit then the deficit will be added in the next month's water bills.
- iii. The consumer who wants to pay average water bills for nine months in advance shall be entitled for 7 % of concession over the actual bills every month. If after nine months, if there is any balance amount then it shall be adjusted in the water bill of next month. If there is any deficit, then the deficit will be added in the next month's water bill.
- iv. The consumers who want to pay average water bills for twelve months in advance shall be entitled for 9 % of concession over the actual bills every month. If after twelve months there is any balance amount then it shall be adjusted in the water bill of next month. If there is any deficit, then the deficit will be added in the next month's water bill.

15. Ferrule size:

- i. The standard ferrule size shall be as shown in Column(a) and they shall also stand for or replace the old inch-sized ferrules where in use as in column (b) :

(a)	(b)
i. 6mm	1/4
ii. 10 mm	3/8
iii. 12.5 mm	1/2
iv. 20 mm	3/4

- ii. Each case of allotment of standard-size ferrule to a premise for water supply purposes shall be decided by the Municipality after taking into consideration the availability of water in the nearest water main and the basic requirement of the consumer and keeping in view the relevant Indian standard code of practice as far as practicable. In case of any dispute (b) the consumer, the Municipality may direct the testing of sufficiency or insufficiency of supply, as the case may be.
- iii. Notwithstanding anything contained in column (a), the existing ferrule sizes in the premises of consumers shall, for the purposes of these rules, be deemed to be standard ferrule sizes as shown in column (a) in place of the corresponding existing equivalent inch size ferrules as shown in column (b) :-

(a)	(b)
i. 6mm	1/4 inch
ii. 10 mm	3/8 inch
iii. 12.5 mm	1/2 inch
iv. 20 mm	3/4 inch

- iv. If any consumer having 1/4 inch or 1/2 inch sized ferrule applies for 10 mm or 8.25 mm or 20 mm standard sized ferrule, as the case may be in replacement, the Municipality may allow such replacement at the consumer's expenses through the concerned Executive Engineer.
- 16. No exemptions:**
- i. No any individual household, government or private institution or any other organization shall be exempted from payment of water charges in any case.

- ii. The connections to the government/private institutions shall be considered as commercial connections except that of the Schools, anganwadi centers, hospitals and religious establishments where the connection shall be treated as Domestic Connection as far as payment of water charges is concerned.

17. Prevention of wastage and misuse of water:

- i. In order to prevent wastage of water, the State Government, Municipalities, DWS Department or any other organization responsible for water supply or providing water connections shall not be able to provide any public hydrant point.
- ii. However it shall be the duty of State Government, Municipalities, DWS Department or any other Organization responsible for water supply to provide individual metered water connections to all households and establishments in all localities including slums.
- iii. All the existing hydrant water connections shall be closed within the period of 12 (twelve) months time from the promulgation of these Rules by giving separate individual water connections to all the households in such areas.
- iv. However in emergent cases, the Municipality may ask the DWS Department to provide water to some habitation or locality facing crisis of water due to any reason by way of Water Tankers for which the expenditure shall be borne by the concerned Municipality.
- v. Whenever Municipality has reasons to believe that as a result of any defective pipes, taps or fittings connected with water supply, the water supply to the land or building is being wasted, it may by a written notice intimate the owner or occupier of the land to take necessary measures immediately to prevent wastage of water and if the owner or occupier of such land, building does not take any action for prevention of wastage of water within seven days of receipt of such notice, then the Municipality shall disconnect such water connection.

18. Selling of water by Municipality:

- i. Any person/agency/organization intending to purchase water from Municipality may collect water from any water point specially made for the purpose only on payment of water charges @ Rs. 1.00 per gallon.
- ii. The Municipality shall notify the outlets for selling of water as per the rate mentioned in rule 18(i)
- iii. The Municipality may request the DWS Department or any other Agency to supply the water by means of water tankers to the place from where the demand for purchase of water has been received and shall also recover transportation charges from the consumer in addition to the water charges.
- iv. The rate of selling of water by Municipality shall be revised from time to time with the consent of the State Government.

19. Grievance redressal:

- i. If a consumer faces any problem or difficulty regarding water supply or water connection, he/she shall be able to lodge a complaint to the Municipal Commissioner/Chief Executive Officer /Executive Officer of the Municipality on e- mail or web page, by sending letter by post, or submitting the letter at the counter of the Municipality or any other designated place as notified or published.
- ii. The Municipality shall ensure to attend the complaint of the consumer within 7 working days from the receipt of complaint.
- iii. If at the request of a consumer, the Municipality repairs the water connection, then the consumer shall be liable for payment of repair charges as notified by the Municipality from time to time. However if the Municipality fails to attend the complaint or fails to repair the defect, then the consumer shall be free to hire private plumber for repair and shall not be liable to pay any charges for repair to the Municipality.

- iv. If there is grievance regarding water charges, then the consumer shall be able to file complaint with the Appellate Authority chaired by the Mayor/Chairperson of the Municipality and such a number of members as notified by the concerned Municipality with the consent of the State Government. The Appellate Authority shall examine the complaints and shall give the complainant due opportunity of being heard. Decision of the Appellate Authority shall be final.

20. Powers for search and seizure:

- i. If there is reason for the Municipality to believe that there is wastage of water in some land or premises or there is theft of water by any means by the owner or occupier of some land or premises, or there is diversion of water or transfer of water connection without consent of Municipality, then the officer of the rank of Assistant Municipal Commissioner, Executive Officer or Chief Executive Officer or above of the Municipality shall be empowered to enter in such premises with the prior intimation to the owner or occupier of such premises.
- ii. If the Owner or occupier of the premises obstructs the officer of the Municipality empowered to enter inside such premises as per the rule 20(i) in any way, then the water connection to that premises shall be immediately disconnected without any further notice.
- iii. On search of premises of any land or building, if the officer of the Municipality empowered to enter inside such premises as per the rule 20(i) finds that the consumer or person is drawing water from the water mains or supply line directly by means of pump set or any other equipment, the officer shall seize and forfeit the pump set or that equipment and the water connection shall be disconnected immediately.
- iv. The Municipality may take support of any Executive Magistrate and Police for search and seizure.

21. Removal of difficulty:

If any difficulty arises, in giving effect to any provision of these rules, the State Government may make such order, not inconsistent with the provisions of these Rules and the Act, as appears to be necessary or expedient for removing the difficulty.


Provided that no such order shall be issued after expiry of two years from the date of commencement of these Rules.

22. Repeal; and savings:

(1) Tripura Municipal (Water Supply, Levy and Collection of Water Charges for water supply) Rules, 1999 are hereby repealed.

(2) Notwithstanding such repeal, anything done or any action taken under any of provisions of the Rules, such repealed shall be deemed to have been done or taken under the corresponding provisions of these Rules.

By the order of the Governor of Tripura


(Dr. Milind Ramteke, IAS)
Additional Secretary to the
Government of Tripura